



# The Appointment Scheduler

## User Instructions for making, checking and canceling appointments

August 01, 2008

### How to Access the Site

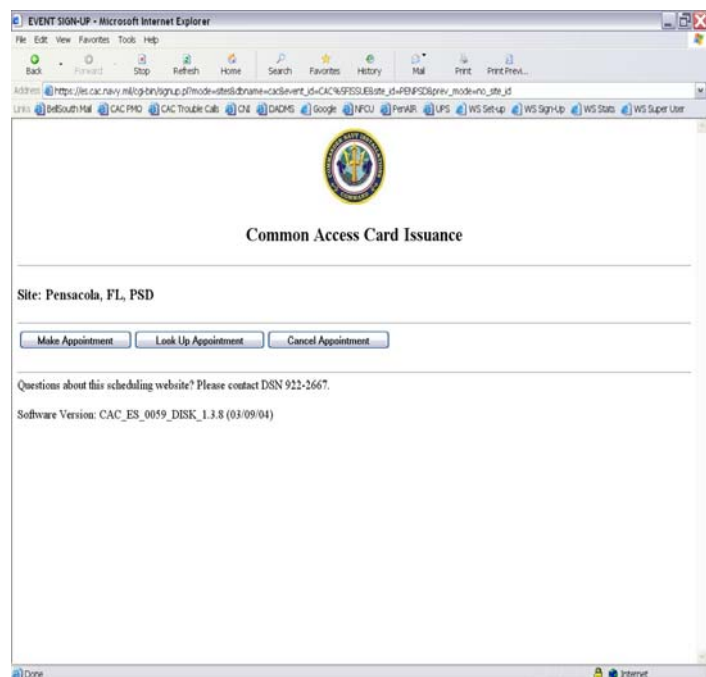
The Appointment Scheduler (AS), <https://es.cac.navy.mil/signup.pl>, is accessed over the Internet via a web browser. Typically, each issuance location has its own web pages with a unique URL. Each site is responsible for publishing and/or transmitting that URL to personnel who are expected to obtain their card at that location. If the link you publish is directly to your site, you must specify that in your publications.

### Scheduler Home Page

After connecting to the AS web site, Users will see the following web page.

There are three functions that can be accessed from this page:

- Make an Appointment
- Look up Appointment
- Cancel Appointment



For questions, or assistance, there is also a telephone number and/or email address for your local point of contact.

Questions about this scheduling website? Please contact the Scheduling Help Desk at (850) 452-2019 (DSN 922-22019), or PNSC\_ISSupport@navy.mil with subject line "CAC Web Scheduler"

## To Make an

## Appointment

Clicking the **Make Appointment** button will bring up this page. The first step in making an appointment is searching for an available appointment time.

Select a convenient location from this list.

Enter a date range here, or use the pre-filled values. Then click the Search button.

It's recommended that searches be limited to one week at a time.

Search Criteria For APPOINTMENT TIMES At Site PSD NAS Fallon

Building: PSD Dates: 15-apr-2002 thru 19-sep-2002

Dates From: 9/12/02 To: 9/19/02 ☐ Morning ☐ Afternoon ☐ Any Time

(Example date formats: 6/15/01 or 15-jun-2001 or 6-15-01)

(To restrict the search to one day, enter the same date for FROM and TO)

Search Building Info Home Page

## Select a Time

The next page displayed will be a list of available appointment times. The example here shows the result of a successful search. If a search fails to find available appointments within the dates specified, a list of the next twenty available appointment times will be displayed.

Pick a convenient time by clicking on its link (the blue text).

APPOINTMENT TIMES For Site PSD NAS Fallon

Building: PSD Dates From: 9/11/02 Dates To: 9/18/02 Time-Of-Day: Any Time

(To select a time, click on the Date/Time link)

Date/Time	Day-Of-Week	Status
<a href="#">12-sep-2002 07:20</a>	Thursday	Available
<a href="#">12-sep-2002 07:40</a>	Thursday	Available
<a href="#">12-sep-2002 08:00</a>	Thursday	Available
<a href="#">12-sep-2002 08:20</a>	Thursday	Available
<a href="#">12-sep-2002 08:40</a>	Thursday	Available
<a href="#">12-sep-2002 09:00</a>	Thursday	Available
<a href="#">12-sep-2002 09:20</a>	Thursday	Available
<a href="#">12-sep-2002 09:40</a>	Thursday	Available
<a href="#">12-sep-2002 10:00</a>	Thursday	Available
<a href="#">12-sep-2002 10:20</a>	Thursday	Available
<a href="#">12-sep-2002 10:40</a>	Thursday	Available
<a href="#">12-sep-2002 11:20</a>	Thursday	Available
<a href="#">12-sep-2002 11:40</a>	Thursday	Available

If another search is desired, scroll to the bottom of the web page and click on the **Another Search** button

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18-sep-2002 09:40 Wednesday Available

18-sep-2002 10:00 Wednesday Available

18-sep-2002 10:20 Wednesday Available

18-sep-2002 10:40 Wednesday Available

18-sep-2002 11:20 Wednesday Available

18-sep-2002 11:40 Wednesday Available

18-sep-2002 12:00 Wednesday Available

18-sep-2002 12:20 Wednesday Available

18-sep-2002 12:40 Wednesday Available

18-sep-2002 13:00 Wednesday Available

18-sep-2002 13:20 Wednesday Available

18-sep-2002 13:40 Wednesday Available

18-sep-2002 14:00 Wednesday Available

18-sep-2002 14:20 Wednesday Available

18-sep-2002 14:40 Wednesday Available

18-sep-2002 15:00 Wednesday Available

Another Search Home Page

## Appointment Information

When a time has been selected a sign-up page will be displayed. Please fill in all the data fields. Be careful to enter the correct email address as the system uses email to send cancellation notices.

\* Any four numbers will do as long as they are remembered or written down. They are required for canceling appointments.

Click **Sign-Up** when done.

Appointment Sign-Up

Site	Building	Appointment Date/Time	Day-Of-Week
PSD NAS Fallon	PSD	12-sep-2002 08:20	Thursday

Last Name:  First Name:  Initial:

Org Code/Company:  Phone:

E-Mail:

(E-Mail address is required for your automatic notification of appointment changes)

SSN (last 4 numbers):

Personnel Type: ☐ Active Duty ☐ Civilian ☐ Contractor ☐ Reserve

Branch Of Service: ☐ AF ☐ Army ☐ CG ☐ Marines ☐ NG ☐ Navy ☐ Other DOD

(Please check your data before clicking the Sign-Up button!)

## Appointment Confirmation

This page is confirmation of a successful appointment booking. It contains information on the date, time and location of appointments, as well as directions for finding the location.

An email with this information will be transmitted to the email address as provided on the previous page.

## Appointment Instructions

Scroll down the confirmation page to see generic instructions, including what to bring to the appointment. **For more comprehensive**

Sign-Up completed.

Your appointment confirmation number is: **00542**

Site	Building	Appointment Date/Time	Day-Of-Week
PSD NAS Fallon	PSD	12-sep-2002 08:20	Thursday

Name	Code	Phone	E-Mail
Farral, Bob F	NA	(555) 555-1212	farralb@nah.navy.mil

Instructions:

PSD Bldg 309

A confirmation message has been sent to you via e-mail. If you do not receive it, then you have probably entered your e-mail address incorrectly.

If you are not sure about your e-mail address, you should print this page for future reference.

entered your e-mail address incorrectly.

If you are not sure about your e-mail address, you should print this page for future reference.

Please bring the following to your appointment:

- Military and Civilian Employees (appropriated/non-appropriated; direct/indirect foreign nationals)
  1. A picture ID
  2. Your government e-mail address (full Internet name, no AOL accounts, etc)
  3. A six (6) to eight (8) digit Personal Identification Number (PIN)
- New DoD Civilian Employees, Government Contractors, Others not listed above
  1. Two picture IDs
  2. Your e-mail address (see above)
  3. A six (6) to eight (8) digit Personal Identification Number (PIN)
  4. Completed and signed [DD 1172-2](#)
- Contractor's must present their existing DoD or DoN issued badge at the time of their appointment, so that the name of the original issuing activity and the Serial Number of the badge can be recorded and accepted as proof of ID for an eligible contractor.

User Cancellation

You may cancel an appointment. However, it is your responsibility to reschedule your appointment. Please be advised that cancellations made within a week of your appointment will severely impact the Command's overall completion date objective.

No Shows

The Common Access Card Installation Coordinator will be notified of all NO SHOWS.

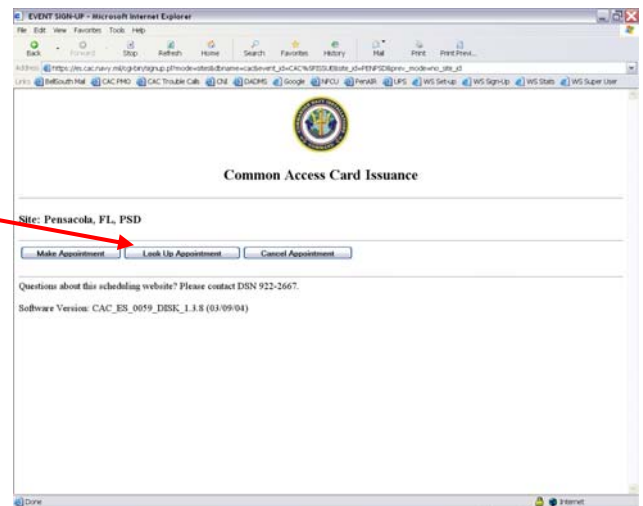
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instructions on what to bring, check with the local issuance authorities.

There is a link on this page to an Adobe Acrobat version of the [DD1172-2](#) form. This form can be filled out on the computer and then printed.

## Look up the Appointment

Click the **Look up Appointment** button to review appointment data.



## Appointment Search Criteria

When the search page comes up, enter the last name and last four numbers of the appointee's social security number, or four-digit number used during Appointment Sign-Up, then click **Continue**.

The screenshot shows a web browser window titled 'Look Up Appointment'. The address bar shows a URL from the Navy's Common Access Card Issuance website. The form has two input fields: 'Last Name' with the value 'Farral' and 'SSN (last 4 numbers):' with the value '1234'. Below the input fields are two buttons: 'Continue' and 'Home Page'. A red arrow points from the text 'enter the last name' in the preceding paragraph to the 'Last Name' input field. Another red arrow points from the text 'last four numbers of the appointee's social security number' to the 'SSN (last 4 numbers):' input field. A third red arrow points from the text 'click Continue' to the 'Continue' button.

## Appointment Search Results

A successful search will return the date, time,

The screenshot shows a web browser window titled 'Appointment Information For Confirmation Number 00542'. The address bar shows a URL from the Navy's Common Access Card Issuance website. The page displays a table with appointment details. The table has four columns: 'Site', 'Building', 'Appointment Date/Time', and 'Day Of Week'. The data row shows 'PSD NAS Fallon', 'PSD', '12-sep-2002 08:20:00', and 'Thursday'. Below the table is another table with contact information. The second table has four columns: 'Name', 'Code', 'Phone', and 'E Mail'. The data row shows 'Farral, Bob F', 'NA', '(655) 555-1212', and 'farralb@navy.mil'. At the bottom of the page is a 'Home Page' button.

Site	Building	Appointment Date/Time	Day Of Week
PSD NAS Fallon	PSD	12-sep-2002 08:20:00	Thursday

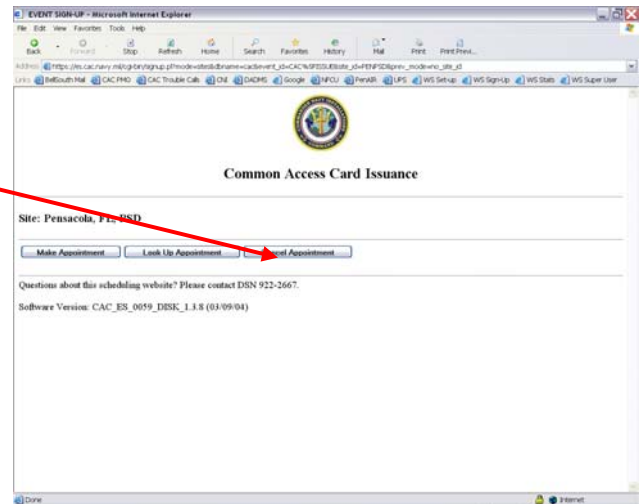
Name	Code	Phone	E Mail
Farral, Bob F	NA	(655) 555-1212	farralb@navy.mil

and location of the appointment, as well as the contact information for the person who holds the appointment.

Questions about this scheduling website? Please contact the Scheduling Help Desk at (850) 452-2019 (DSN 922-2019), or PNSC\_ISSupport@navy.mil with subject line "CAC Web Scheduler".

## Canceling an Appointment

The first step to canceling an appointment is to click the **Cancel Appointment** button.



## Cancellation Search Criteria

Enter the last name and last four digits of the Social Security Number, or four-digit number used during Appointment Sign-Up, of the person whose appointment is to be canceled. When ready, click the **Continue** button.

A screenshot of the 'Cancel Appointment' search form. It has two input fields: 'Last Name:' with the value 'thurner' and 'SSN (last 4 numbers):' with the value '4321'. Below these fields are two buttons: 'Continue' and 'Home Page'. A red arrow points from the text 'click the Continue button' to the 'Continue' button.

## Cancellation Data

If the search was successful, a page will be displayed that has data on the appointment.

A screenshot of the 'Cancellation Request' confirmation page. It shows a 'Confirmation Number: 01104'. Below this is a table with appointment details:

Site	Building	Appointment Date/Time	Day-Of-Week
Demo	PSD NAS Fallon	13-sep-2002 07:00:00	Friday

Below the table is another table with contact information:

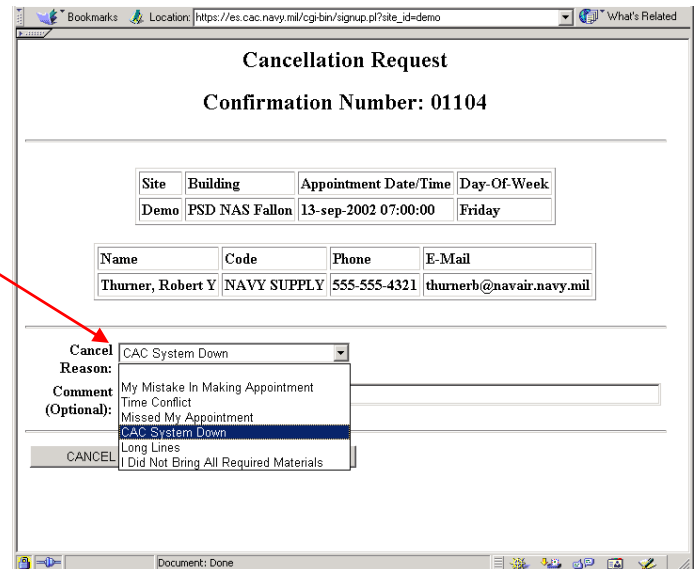
Name	Code	Phone	E-Mail
Thurner, Robert Y	NAVY SUPPLY	555-555-4321	thurnerb@navair.navy.mil

Below the contact information table is a 'Cancel Reason:' section with a dropdown menu and a text area for 'Comment (Optional):'. At the bottom are two buttons: 'CANCEL This Appointment' and 'Home Page'.

Additional information must be submitted before the cancellation can take place.

## The Reason for Canceling

As part of the issuance process, data is being collected on the reasons for cancellations. Please pick the most appropriate reason for the cancellation from the pop-down list



The screenshot shows a web browser window with the URL [https://es.cac.navy.mil/cgi-bin/signup.pl?site\\_id=demo](https://es.cac.navy.mil/cgi-bin/signup.pl?site_id=demo). The page is titled "Cancellation Request" and displays a "Confirmation Number: 01104". Below this, there are two tables of information. The first table contains appointment details: Site (Demo), Building (PSD NAS Fallon), Appointment Date/Time (13-sep-2002 07:00:00), and Day-Of-Week (Friday). The second table contains user details: Name (Thurner, Robert Y), Code (NAVY SUPPLY), Phone (555-555-4321), and E-Mail (thurnerb@navair.navy.mil). Below these tables, there is a "Cancel Reason:" dropdown menu with a list of options: "CAC System Down", "My Mistake In Making Appointment", "Time Conflict", "Missed My Appointment", "CAC System Down" (highlighted), "Long Lines", and "I Did Not Bring All Required Materials". A red arrow points from the text "Please pick the most appropriate reason for the cancellation from the pop-down list" to the "CAC System Down" option in the dropdown menu.

Site	Building	Appointment Date/Time	Day-Of-Week
Demo	PSD NAS Fallon	13-sep-2002 07:00:00	Friday

Name	Code	Phone	E-Mail
Thurner, Robert Y	NAVY SUPPLY	555-555-4321	thurnerb@navair.navy.mil

Cancel Reason: CAC System Down

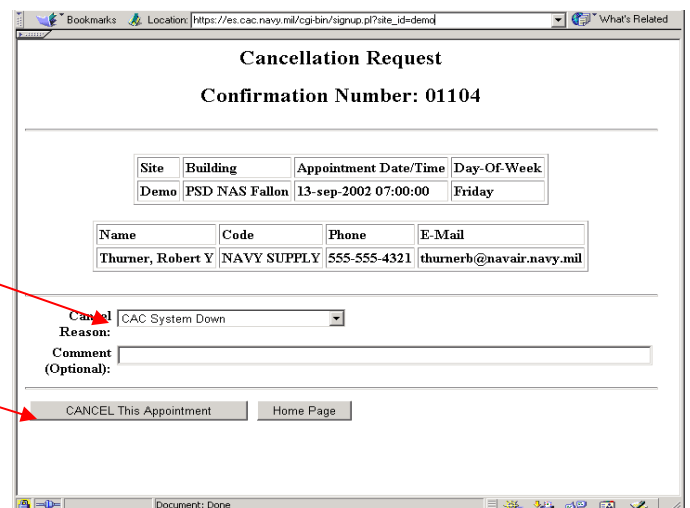
Comment (Optional):

CANCEL

## Cancellation Comments

If desired, a comment on the cancellation may be submitted.

When ready, click the **Cancel This Appointment** button



The screenshot shows the same web browser window as the previous one, but with the "Cancel Reason" dropdown menu closed. The "Comment (Optional):" field is now visible as a text input box. At the bottom of the form, there are two buttons: "CANCEL This Appointment" and "Home Page". A red arrow points from the text "When ready, click the Cancel This Appointment button" to the "CANCEL This Appointment" button.

Site	Building	Appointment Date/Time	Day-Of-Week
Demo	PSD NAS Fallon	13-sep-2002 07:00:00	Friday

Name	Code	Phone	E-Mail
Thurner, Robert Y	NAVY SUPPLY	555-555-4321	thurnerb@navair.navy.mil

Cancel Reason: CAC System Down

Comment (Optional):

CANCEL This Appointment Home Page

## Successful Cancellations

If the cancellation was successful, this page will be displayed. It contains information on the appointment that was canceled.

A cancellation notice will be sent to the email address that was recorded when the appointment was originally made. An active URL is provided to make a new appointment

**Appointment with confirmation number 01104 has been cancelled.**  
Cancellation Date/Time: 12-sep-2002 19:51 EDT

Site	Building	Appointment Date/Time	Day-Of-Week
Demo	PSD NAS Fallon	13-sep-2002 07:00	Friday

Name	Code	Phone	E-Mail
Thurner, Robert Y	NAVY SUPPLY	555-555-4321	thurnerb@navair.navy.mil

Cancel Reason: CAC System Down

A confirmation message has been sent to you via e-mail. If you do not receive it, then you have probably entered your e-mail address incorrectly.

If you are not sure about your e-mail address, you should print this page for future reference.

**You need to make a new appointment to receive your Common Access Card!**

**EVENT SIGN-UP - Netscape**  
File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Location: [https://es.cac.navy.mil/cgi-bin/signup.pl?site\\_id=demo](https://es.cac.navy.mil/cgi-bin/signup.pl?site_id=demo)

**Cancellation Request**  
Confirmation Number: 01104

Site	Building	Appointment Date/Time	Day-Of-Week
Demo	PSD NAS Fallon	13-sep-2002 07:00:00	Friday

Name	Code	Phone	E-Mail
Thurner, Robert Y	NAVY SUPPLY	555-555-4321	thurnerb@navair.navy.mil

Cancel Reason: CAC System Down

Comment (Optional):

CANCEL

This summarizes how to use the AS. For assistance or additional information, please use the telephone number displayed on your site's Scheduler Home page.